36. In your opinion, what are the five highest priority issues in order of importance? Please identify "Other" high priority issues:

Wave 1

1. security of information

2. Programming issues

3. Providing adequate training, mis-matched vocabulary, changing processes multiple times with no follow-up training

4. No e-mail notification of rejected travel voucher

5. Unable to attend class

6. no issue

7. no training or infrastructure installed before implementation

8. Response time to any questions

9. Difficult to use

10. I wasn't sure of the other choices so I chose other

11. Training did/does not match actual set up and usage.

12. The terminology and instructions or directions are not easlily understood or intuitive. How many users know what Filenet or ECM (I have forgotten which was referenced during TA submission) is or why they might need to access it?

13. Unknown

14. Lost time due to duplicating work on paper and in Edison systems.

15. System being unresponsive when files should have opened.

16. Not able to pay invoices

17. TIME ENTRY

18. Cannot perform job functions.

19. Business Process Change being implemented at Agency

20. not enough training

21. No issues

22. Thes have nothing to do with field offices in BOPP

23. The business process implmented by the Department of General Services

24. management obtaining and using passwords

25. NONE

26. Inability to access some Edison data needed for departmental reporting

27. employee time issues

28. none of these problems actually apply to my job function

29. Taking our overtime for leave. We should use leave & still receive Overtime.

30. times

31. Edison requires incorrect information to be entered in order to proceed setting up contracts, which must be corrected in the purchase order process to prevent incorrect allocations.

32. Training

33. due to limited use of system thus far, not familiar enough to respond to this question

34. Proper training in Asset Management

35. inadequate training, very poor (and incomplete) tutorial

36. Have not experienced any of the listed issues

37. Don't know what any of that stuff means

38. Finding supplies when ordering. Looking through so much stuff to see items to be ordered.

39. time required to perfrom edison

40. The system is "Unforgiving". Make a mistake and it takes forever to correct it.

41. I have no personal knowledge of or experience with this subject in my role.

42. WORKS GREAT FOR ME

43. Inability to see who is involved in tavel approval process. Couldn't tell where it went next and the rount was different than pre-edison. Getting first 2 TA's through system was a real issue.

44. Edison Help Desk is useless

45. printer friendly ability

46. System not designed for State process and forcing of "adhoc approvals"

Wave 2

1. The system is not user friendly. I just have trouble navigating.

2. ease of use

3. I don't deal with payments. Getting the service contracts entered correctly and processed in a timely manner is my major concern. Without the approved contracts, vendors will not be paid.

4. PROBLEM WITH INCLUDING LONGEVITY

5. Travel- in state to out of state location, mileage not available

6. Inadequate training for users

7. None of the ones listed apply to my use.

8. none

9. Less paperwork.

10. The self service module is a little cumbersome to use

11. Finding Items on contract to purchase

12. insufficient to non-existant training in use of various systems

13. Training employees how to use the system.

14. None

15. timeliness

16. To complicated. What use to take 15 minutes to place an order now takes 1.5 hrs. Also, descriptions of items for sale are not very clear. Need more detail.

17. The Edison Financial Component is taking too much of our employees time to process. This system takes 500% more time than the system it replaced. It is costing us lost work time for our workers and consitutents.

18. Same 5 issues I previously described

19. unknown

20. Not involved with the "accounting" side of the office.

21. Fiscal director knows nothing about edison

22. Addition of APCAT items (computer) to Edison

23. it seems rediculous to search for a detailed description of the item when there is a scan copy of the receipt, why do we still do paper statements. We now have doubled our workload

24. edison needs to listen to what we need instead what they wont to give us

25. Ease of use of system

26. Amount of time it takes to do transactions due to # of steps required.

27. Have not used any of these functions

28. don't deal with alot of things on the list so can't answer honestly

29. Not being able to use Edison like others can. We have to wait to put in out data after the deadlines. Like...our travel goes in on the 9th, time after 5pm of the last day. (16th) and (1st)

30. Too much time required to complete all reporting requirements. Purchase card reporting is too frequent and redundant (weekly and monthly), lost data entry when trying to correct fields or having to start over when editing.

31. The system for developing point to point travel is ridiculously complicated and inaccurate. There should have been a better, more efficient, less time consuming and more reliable method of handling this issue.

32. The system being user friendly!

33. Ease of use and/or user customization

34. Budget Information accurate

35. Issues with requisitions

36. Time in entering data and lack of training on system

37. Lack of input from users prior to implementation

38. Unwillingness of F&A to accomodate needs

39. trying to insert information/not knowledgable enough to complete task

40. Not being Trained properly

41. Incorrect Information

42. Being user friendly

43. I do not have issues.

44. Needed more job simulated training. Not just click, click

45. No problems in audit

46. Mandate to do PCards weekly instead of monthly

47. fixing travel & revenue issues.

48. Edison is not capable of calculating vendor discounts on an established agency contract.

49. Scanner does not read check information correctly

50. POOR INDVIDUALIZED TRAINING BY A STAFF MEMBER

51. inaccurate information on inquiry to beneficiary information

52. Requisitions Auto Sourcing blocking further processing

53. lack of proper training

54. Having to reconcile payment card weekly is complete idiocy.

55. accessibility

56. xxx

57. as listed in my comments earlier

58. was told an email would be sent to user if there was a problem but no emails sent

59. Reporting on a weekly timetable

60. Additional staff time required to process transactions

61. point to point milages incorrect

62. Timely correction of errors

63. Lack of training in using Edison for grants and grant contract procedures. Also, it's quadrupled the time it takes to pay a grant.

64. Training was not applicable to ordering of lab supplies. Difficult to navigate system

65. Roles not assigned to the right people that need access to the program

66. Edison has incresed work load to individuals taking time away from the job the state hired us to do in the first place. The only resolution is to hire more fulltime workers to handle the work load.

67. Inadequate user training

68. OTHER

69. this has nothing to do with mw

70. Timely payment of Time and Travel

71. Difficulty in navigating through the travel claim component

72. All of the rest of the listed issues were negative. I didn't have any negative thing to say about my Edison experience

73. time sheet

Wave 3

This question does not apply to Wave 3.